



DSL for Telecommuters Provisioning Process

After you submit your online order form:

1. The ITS Order Desk enters your order into the order entry system and submits a request to Qwest to qualify your location for DSL service.
2. If your location does not qualify for DSL service, the ITS Order Desk will notify you, cancel your order, and direct you to the ITS Web Site for information about other telecommuter options.
3. If your location qualifies for DSL service, the following occurs:
 - a. ITS and Qwest work together to schedule the installation of a new phone line and jack in your home.
 - b. The ITS Order Desk notifies you of the date Qwest will be at your home to install your new line and jack.
 - c. About a week after your new line is installed, Qwest activates DSL service on that line. You do not have to be home for this to occur. When this is completed, you will receive notification from the ITS Order Desk.
 - d. An ITS Technician contacts you to schedule a time to install a configured DSL modem/router at your home and verify your DSL service.
 - e. The ITS Technician delivers the DSL modem/router (configured by ITS), installs, and verifies service.

If you requested the purchase of a phone or wireless access, the ITS Technician also delivers, configures, installs and verifies those optional features.

For Customer Support, call the ITS Help Desk at 801-538-3440 or 1-800-678-3440

Please do not contact Qwest for support!

What to expect when you order DSL Telecommuter Service [Converting an existing state paid line to DSL]

After you Email your order to the ITS Order Desk...

1. ITS enters your order into the ITS order entry system and submits an order to Qwest to qualify your location for DSL service.
2. If your location does not qualify for DSL service, the ITS Order Desk will notify you and cancel your order.
3. If your location qualifies for DSL service, the following occurs:
 - a. ITS and Qwest work together to schedule the activation of DSL on the existing line. You do not have to be home for this to occur. When this is completed, you will get a notification from the ITS Order Desk
 - b. An ITS Technician will contact you to schedule a time to install the DSL modem/router at your home and verify your DSL service.
 - c. On the scheduled date, the ITS Technician will deliver the DSL modem/router (configured by ITS), install, and verify service.
 - d. If you requested the purchase of a phone, the ITS Technician will also deliver the phone, install it, and verify service.

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